

Consolidating and Streamlining Line & Ramp Work Control

Business Situation

We helped a major U.S.-based carrier consolidate and streamline its line and ramp work control system. The client serves more than 750 cities in 120 countries, with annual revenues in excess of \$10 billion.

Challenge

Like many airlines, the company was tracking individual aircraft maintenance with a line-and-ramp work control system that relied on multiple applications, manual labor and paperwork. Training costs were high because technicians needed specific knowledge about various back-end systems.

Our client wanted a simplified line maintenance workflow system that was easy to access and would track log-pages of incoming aircraft, expedite the planning of work packages and handle sign-offs from technicians.

Solution

As technical consultant, we proposed a re-designed architecture. It is based on a multi-tiered, Web-based framework that provides a single view of all line maintenance at

gates or arrival and departure stations. The key functions include:

- A user dashboard for maintenance needs and work packages.
- Maintenance manuals (printer-friendly) linked to work packages.
- Automated sign-off requisitions on work packages.
- Support for linking to other applications via Web services.
- 24x7 availability through a Tier 1 system architecture.

Benefits

- Less potential for error, with one system to track all aircraft movement.
- Faster reaction times and better decision making with a single dashboard.
- Improved technician efficiency with consolidated workflows and packages.
- Reduced training costs.
- Drastically reduced application maintenance effort and cost.
- Zero application downtime.
- Easier system refinements at lower cost.



About Cognizant

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